

A new telephone system is coming...

In February 2024 we will be having a new telephone system installed. This shouldn't result in any major changes for patients. All our telephone numbers will remain the same and you will still be told the position you are in the queue.

The only difference for patients is that there will be the option for a call back. The patient callback feature provides an option for our patients to request a callback when they have reached the front of the queue, thus leaving you free to get on with other more productive tasks or to rest if you are feeling unwell. We hope this will provide a much improved service, and will reduce stress as you will no longer have to stay on the phone waiting for your call to be answered.



Harbourside
Family Practice



What do you think of our practice?

★ "I have recently moved from Bristol to Portishead and I really appreciate how easy it was to arrange an appointment in comparison to the practice where I had been before. Also no waiting time. The reception staff were friendly, but also a big thank you particularly to the doctor who was really kind and took a lot of time to help me. Thank you!" **Review left August 2023**

HARBOURSIDE NEWSLETTER WINTER 2023/24

Practice News

- We are really excited to welcome Martha, who joined our team in November 2023. Martha is one of our mental health practitioners and works Tuesday to Friday.
- Daniel also joined our team in November as a Physicians Associate. He will be working Mondays, Tuesdays, Thursdays and Fridays.
- We are also pleased to announce that Rachel will be joining our wonderful reception team in December.
- We are also delighted to announce that Dr Hathway will be joining our GP team in February 2024. She has a wealth of experience of general practice and she will be working on Mondays, Tuesdays and Fridays.

Finding our Online Consultation Form

Don't forget you can find our Accurx online consultation form on the homepage of our website: <https://www.harboursidefmp.nhs.uk/>



Request an appointment online

You said, we did...

Based on our 2023 Patient Survey and the Friends and Family Test, you gave us some suggestions on how we could improve our practice. Here's what we've done so far:

- **You said you wanted the telephones to be answered quicker** - We are introducing a new telephone system in February 2024 which will enable a callback feature for patients so you don't have to hang around on the phone and you won't lose your place in the queue.
- **You said you wanted more GPs and more face to face appointments** - Dr Hathway will be joining the team in February 2024 and she will be working 3 days a week. This will increase the number of face to face appointments we can offer to patients.
- **You said you wanted better continuity** - You are very welcome to ask our reception team to see the same GP that you saw last time. This may mean there is a longer wait to see them, but if continuity is your preference, please do request this.

Helpful things to have in your medicine cabinet

Be prepared for minor illnesses and injuries by keeping a well stocked medicine cabinet at home. Before the holiday schedule gets too hectic, check your medicine cabinet and make sure you have the following basics:



CQC Rating: GOOD

If you have any feedback about the content or ideas for future issues, please speak to reception. If you would like to receive a copy by e-mail please e-mail us at reception.harbourside@nhs.net



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Stay Well This Winter

Here are some top tips to make sure you give yourself the best chance to stay well this winter:

1. Keeping warm and getting help with heating

Ideally you should heat your home to a temperature of at least 18 °C. Closing doors, layering clothing and using heavy curtains will help keep energy bills down, so will turning off lights when you're not using them and keeping showers short to save hot water.



Make sure you're getting all the help that you're entitled to. There are grants, benefits and advice available to make your home more energy efficient, improve your heating, or help with bills. Your local authority has lots of information about how to access financial help and support through the winter months: <https://n-somerset.gov.uk/my-services/benefits-support/cost-living-advice-guidance>

2. Looking out for others

Remember that other people, such as older neighbours, friends and family members, may need a bit of extra help over the winter. There's a lot you can do to help people who are more frail than you.



Keep in touch with your friends, neighbours and family and ask if they need any practical help, or if they're feeling under the weather. Make sure they're stocked up with enough food supplies for a few days, in case they can't go out. If they do need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from the cold air, and to reduce their risk of chest infections.

Make sure they get any prescription medicines before the holiday period starts, and especially if bad weather is forecast. If they need help over Christmas when their GP surgery or pharmacy is closed or they're not sure what to do, go to 111.nhs.uk or call 111.

3. Eating well and staying hydrated

Make sure you eat a balanced diet with lots of seasonal fruit and vegetables and try to eat at least one hot meal a day. Hot drinks will also help you keep warm.



4. Having your medication on hand

Make sure you have the right medicines at home in case you get poorly. On page 1 of this newsletter there are some recommended medicines that you should keep in your medicine cabinet at home.

How to View Test Results on the NHS App

The screenshots illustrate the following steps:

- Step 1:** Home screen of the NHS App.
- Step 2:** 'Your health' section, 'GP health record' highlighted.
- Step 3:** 'Your GP health record' page, 'SCROLL DOWN' text.
- Step 4:** 'Important' section, 'Continue' button highlighted.
- Step 5:** 'Test results' section, 'View all test results' button highlighted.
- Step 6:** 'Test results' page, 'View all test results' button highlighted.

Please visit our website: www.harboursidefmp.nhs.uk